

Sample of Training Detail Summary

(Including Details and Budget Narrative)

Training Type: Customer Service Training

Training **Objective**- what do you hope to accomplish through this training?

Train all employees in the process of selecting, attracting, retaining, and building a profitable customer base.

How will you **measure the success** of this objective?

Increase the percentage of repeat customers from 30% to 50%

Describe Training **Activities**:

Attend training course titled "Effective Communication Skills for Service Excellence" by external Training Provider ABC.

Hours per week for how many weeks:

4 sessions @ 8 hours each. Total of 32 hours.

How **many employees** in each category will participate in training?

Managerial & Administrative _____ Professional & Technical _____ Sales & Marketing 2 _____

Clerical & Administrative Support 4 _____ Service _____ Production & Construction _____

Training Expense	Funds	Explanation of Costs. (Indicate how costs were derived & whether per attendee, per hour, per day, flat rate, etc.)
Salaries <u>\$2496</u> (total cost)	Requested \$ _____	
	Match <u>\$2496</u>	2 sales/marketing employees @\$15 per hour for 32 hours = \$960 4 Clerical/Admin employees @\$12 per hour for 32 hours = \$1563
Materials <u>\$300</u> (total cost)	Requested \$300	6 workbooks @ \$50 per book
	Match \$ _____	
Supplies <u>\$90</u> (total cost)	Requested \$45	Note books, pens, and folders at a cost of \$15 per person for 6 people
	Match \$45	Half the total cost of supplies (see cost explanation above)
Equipment <u>\$120</u> (total cost)	Requested \$24	Projector rental for one class for 6 hours at \$20/hour = \$120 Requesting 20% of total equipment cost
	Match \$96	Company will pay 80% of equipment rental (see cost explanation above)
Other (specify) _____ (total cost)	Requested \$ _____	
	Match \$ _____	
Consultant <u>ABC</u> (Name) <u>\$2080</u> (total cost)	Requested \$2080	1 Trainer from ABC for 32 hours @ \$65 per hour
	Match \$ _____	